

CLALLAM TRANSIT SYSTEM
AMERICANS WITH DISABILITIES ACT (ADA) POLICY

The Americans with Disabilities Act (ADA) was signed into law on July 26, 1990. The ADA is civil rights legislation which requires that persons with disabilities receive transportation services equal to those available on the fixed route service.

It is the policy of Clallam Transit that, when viewed in their entirety, services, programs, facilities, and communications provided by Clallam Transit, directly or by a contracted service provider, are readily accessible and usable to individuals with disabilities to the maximum extent possible. (49 CFR 37.105)

A. **Fare**

The fare for service is as established by the Clallam Transit System adopted fare structure.

B. **Holiday Closures**

Clallam Transit does not offer service on published holidays.

C. **Approved Equipment**

In order to accommodate a wheelchair or power scooter on a Clallam Transit vehicle it must meet the following standards:

- The equipment must be a 3 or more wheeled device.
- Clallam Transit will carry a wheelchair and occupant if the lift and vehicle can physically accommodate them, unless doing so is inconsistent with legitimate safety requirements or design standards (specifications) of the vehicle.
- The wheeled device and any attachments will be reasonably accommodated as long as it fits on the lift, within the securement area, and is a size that does not block an aisle or interfere with safe evacuation of passengers in an emergency.
- Equipment must be in good working order, with batteries charged, tires inflated, brakes working, footrests attached, and all parts secure. (49 CFR 37.3)

D. **Mobility Device Brakes**

When occupying a lift or securement area, it is recommended that passengers apply the brakes on their mobility devices; however, they are not required to do so. With power chairs or scooters, it is recommended that the power switch be turned to the “off” position. Again, this is not mandatory.

E. **Accessibility**

Persons who use mobility devices or need assistance will receive assistance upon request. Reasonable accommodation is available upon request.

Portable Oxygen Use

Individuals with disabilities who use portable oxygen devices are allowed to travel with respirators and properly secured portable oxygen supplies. Oxygen supplies must not obstruct the aisle. (49 CFR 37.167(h))

F. **Securement Policy**

Operators will use front and rear tie-downs to secure mobility devices. Operators will secure mobility devices at the strongest parts of the device; however, the passenger can indicate the most optimal tie-down spot. The mobility device will be secured front facing unless otherwise requested by the passenger. Drivers will assist passengers with securement systems, ramps, and seatbelts; however, drivers cannot assist riders using power chairs or scooters with the operation of their equipment. Clallam Transit cannot refuse to transport someone whose mobility device cannot be satisfactorily restrained provided that mobility device fits within the definition described in Section 3. (49 CFR 37.165)

G. **Stop Announcements**

Stops at major intersections, transfer points, and destination points will be announced on fixed route buses. Transit operators will announce other stops upon request. (49 CFR 37.167 (a-c))

H. **Personal Care Attendants**

A Personal Care Attendant (PCA) may travel with an eligible rider at no charge. A PCA is someone who travels with, and helps, a rider who is not able to travel alone. An eligible rider must provide their own PCA if they need one. Riders must let CTS know on their application form whether or not they will be using a PCA. This information will guarantee a place for the PCA to travel with the eligible rider.

Guests and companions may travel with an eligible rider on Clallam Transit. Guests and companions must pay regular fare. A companion is anyone who travels with an eligible rider who is not designated as their PCA. (49 CFR 37 (d))

I. **Service Animals**

A service animal is any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability. In order to ride Clallam Transit:

- The animal must be on a leash or in a container, remain under control of the owner, and behave appropriately.
- Birds, reptiles, amphibians, rodents, and cats must be kept in an enclosed carrier/container.
- The animal must remain at your feet or on your lap. It may not sit on a vehicle seat.

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- The animal must not be aggressive toward people or other animals.
- You are responsible for any damage caused by the animal. (49 CFR 37.167 (d))

J. **Boarding Assistance**

Operators shall position the bus to make boarding and de-boarding as easy as possible for everyone, minimize the slope of the ramp, and use the kneeling option as needed. Bus operators shall provide assistance to passengers upon request. Passengers with disabilities shall be allowed adequate time to board and disembark the vehicle.

K. **Maintenance of Lifts or Ramps**

Bus operators must test the lift or ramp during the pre-trip inspection. Break down of accessibility equipment must be reported immediately to dispatch. A vehicle with an inoperable lift or ramp must be removed from service as soon as possible and cannot be returned to service until repaired. If there is a lift or ramp failure, a replacement vehicle must be dispatched if the next trip to the destination of any passenger using a mobility device is scheduled in more than 30 minutes. If the next trip to the destination of any passenger using a mobility device is scheduled in 30 minutes or less, a replacement vehicle may be dispatched if available. (49 CFR 37.163)

L. **Priority Seating**

Upon request, bus operators shall ask – but not require – passengers to yield priority seating at the front of the bus to seniors and persons with disabilities. Drivers are not required to enforce the priority seating designation beyond making such a request.

M. **Reserved Seating**

Mobility device securement areas on buses are reserved. Passengers using common mobility aids shall be boarded if the securement areas are not otherwise occupied by a mobility device, regardless of the number of passengers on the bus. Bus operators are required to ask passengers sitting in the securement areas to move to other available seats or to stand.

N. **Suspension of Service**

A rider's privileges may be suspended for any of the following infractions on any Clallam Transit property, including vehicles, bus stops, or stations:

- Smoking or carrying a lit pipe, cigar, or cigarette (unless in a designated smoking area).
- Discarding or dumping litter in places other than the recognized receptacles.
- Consuming alcoholic beverages or in possession of alcoholic beverages.
- Loud, raucous, unruly, harmful, or harassing behavior.
- Engaging in other conduct that is inconsistent with the intended purpose of the transit facility, station, or vehicle. (RCW 9.91.025)

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O. **Reasonable Modification**

Reasonable modifications requested by persons with a disability will be made unless the request meets one of the four classes of following situations:

1. Granting the request would fundamentally alter the nature of CTS's services, programs, or activities.
2. Granting the request would create a direct threat to the health or safety of others.
3. Without the requested modification, the individual with a disability is able to fully use the service.
4. Granting the request would cause an undue financial or administrative burden.

P. **Notification of Policy**

Clallam Transit will notify the public of the ADA policy on the website and in the riders guide.

Q. **Paratransit**

1. *Eligibility Requirements:* A person may access Clallam Paratransit if you have a disability or disabling health condition that prevents you from independently using our buses some or all of the time. (49 CFR 37.123)

Presence of a disability or a disabling health condition by itself does not automatically make a person eligible for paratransit service. The ability to ride our buses is the basis for eligibility.

Applications will be reviewed by Clallam Paratransit based on the following eligibility qualifications. You are eligible for Clallam Paratransit service if you:

- are unable to board, ride, or exit a lift-equipped bus without assistance,
OR
- need to use a lift but it cannot be deployed safely at your bus stop,
OR
- have a disability that prevents travel to and from your bus stop under certain conditions,
AND
- are certified to use Clallam Paratransit.

Clallam Paratransit will respond to applicants within 14 days of receiving the application. If the applicant does not receive an answer within 21 days, the applicant shall be treated as eligible and provided services until an answer is received.

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2. *Categories of Eligibility:* A Clallam Transit applicant's eligibility may be classified as conditional, unconditional, or temporary. These categories are defined and mandated by the Americans with Disabilities Act (ADA) regulation.

Category Type	Description	Type of eligibility
Category1	A person with a disability who cannot independently ride transit	Unconditional
Category 2	Prevented by disability or combination of disability and architectural barriers from getting to the boarding area	Conditional
Category 3	Prevented from using fixed route during a certain period of time	Temporary

In addition to the above categories, Clallam Transit's policy is that persons who are 80 years of age and older automatically qualify as eligible to ride Clallam Paratransit service. Persons 80 years and older must complete an application for service.

3. *Service Area:* Clallam Paratransit service is provided within 3/4 of a mile of Clallam fixed-route service, except for commuter routes. (49 CFR 37.131 (a))
4. *Origin to Destination Service:* Based on the functional ability of the rider at the time of application, the driver will provide one of the following types of trips (49 CFR 37.129)

Trip Type	Descriptions
Curb to Curb	Customer taken from curb of pickup to curb of destination
Door to Door	Customer taken from door of pickup point to door of destination

5. *Trip Scheduling:* Paratransit trips can be scheduled up to 7 days before the day of the trip between the hours of 8 AM and 4 PM. No trip reservations will be accepted the same day of the trip. Rides will be door-to-door unless previously arranged.
6. *Trip Cancellation:* Paratransit trips must be canceled at least 3 hours in advance.
7. *Paratransit Hours:* Clallam Paratransit operates the same hours as the Clallam fixed route system.

Monday-Saturday: In conjunction with the published Clallam Transit fixed route hours associated with the customer's start and end locations.

Sunday: no service.

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R. **Visitor Certification**

Visitors are eligible for 21 days of service in a 365-day period beginning on the first day the service is used by the visitor. For additional days of service, the individual is expected to register under Clallam Paratransit eligibility procedures. For individuals who reside outside the service jurisdictions, Clallam Paratransit shall certify an individual with a disability as a visitor when providing documentation of residence and a statement that because of their disability they are unable to access the fixed route. (49 CFR 37.121)

S. **Complaint Process**

Clallam Transit is committed to providing safe, reliable, and accessible transportation options for the community. Clallam Transit has established a Customer Complaint Policy and customers wishing to file a complaint and/or obtain a copy of the Customer Complaint procedure may contact Clallam Transit at (360-452-1315), or in person at Clallam Transit's administration office located at 830 West Lauridsen Blvd, Port Angeles, WA 98363. (RCW 46.07b)